

**FIG. 1C**

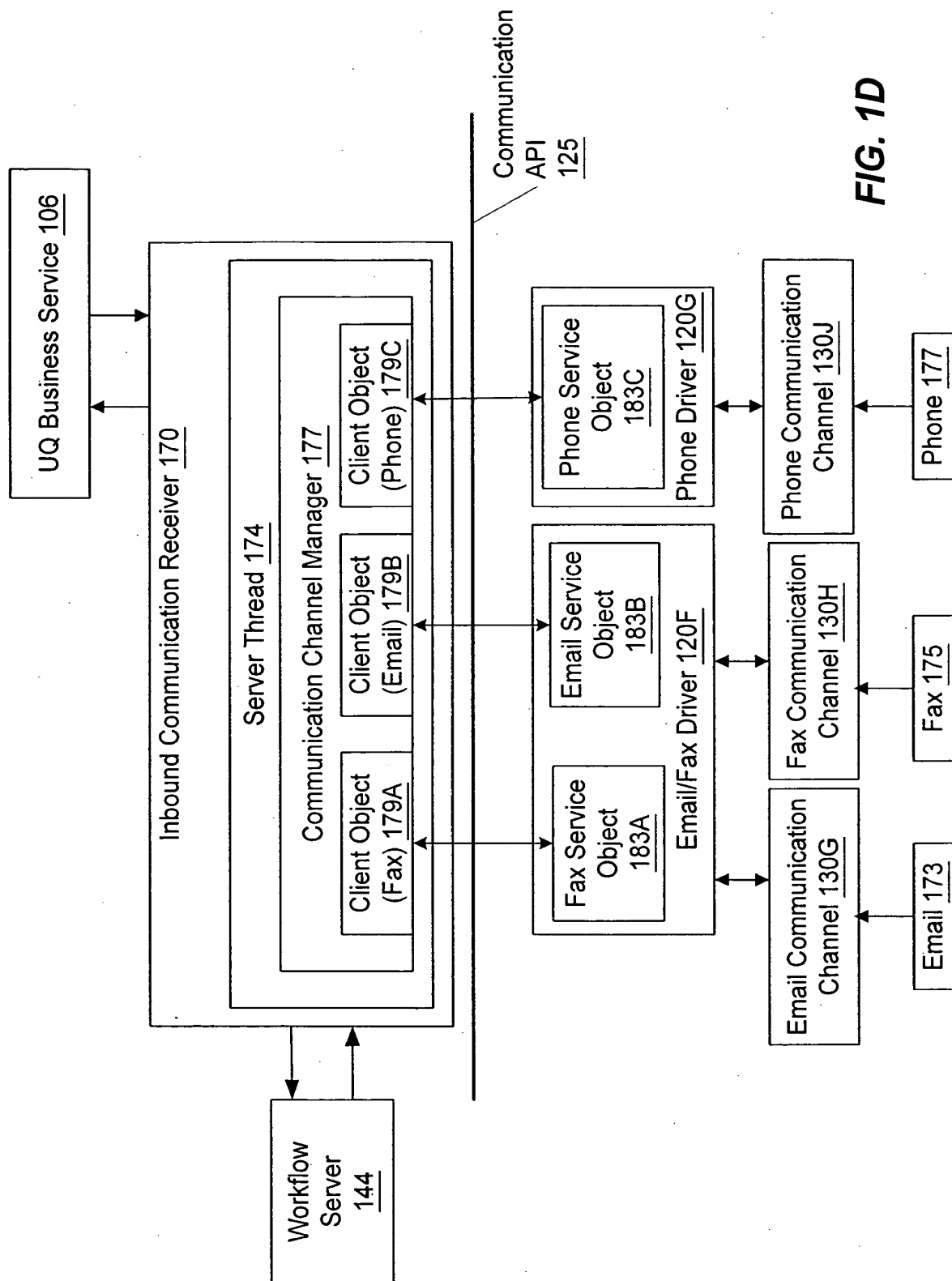
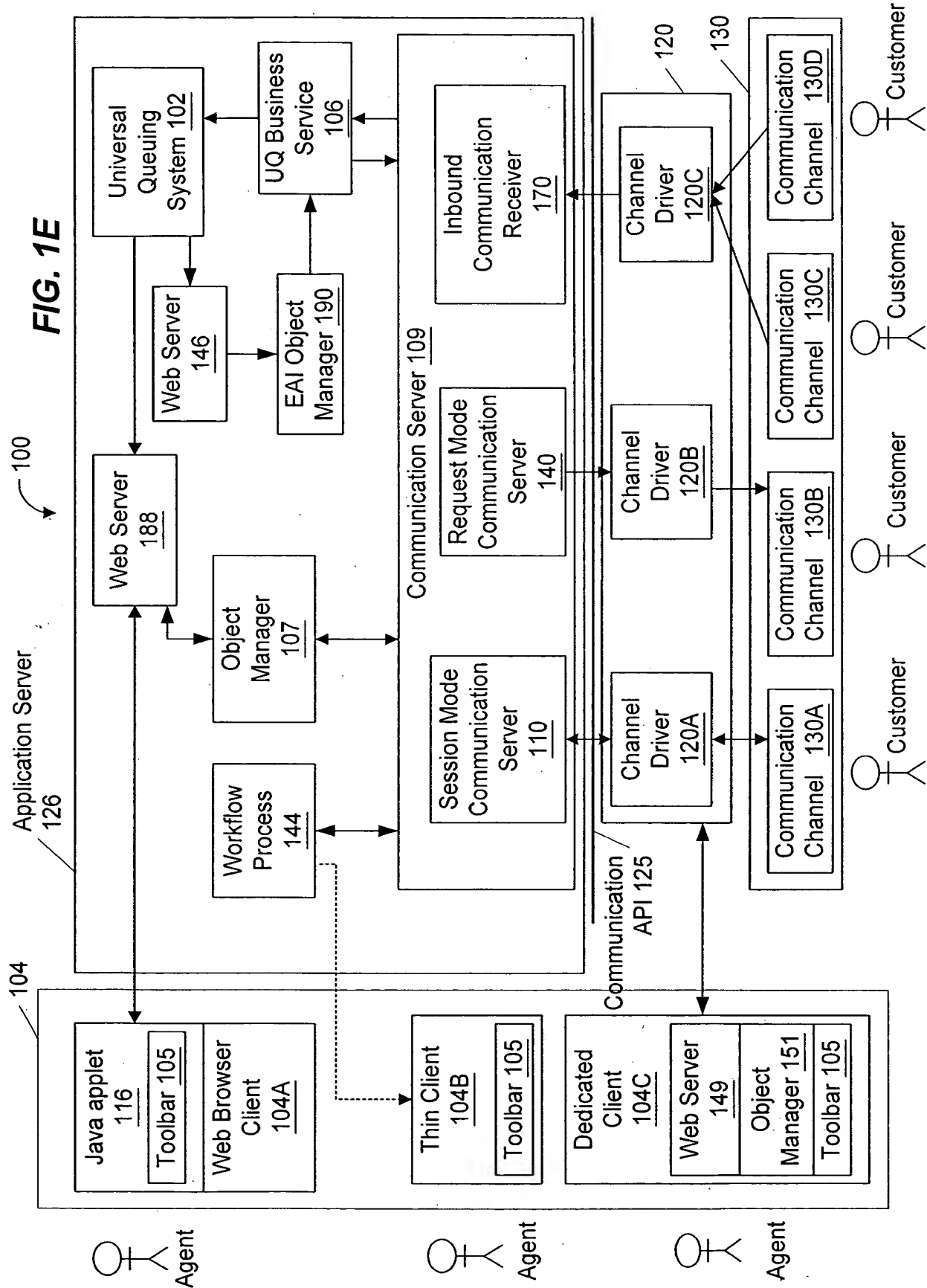
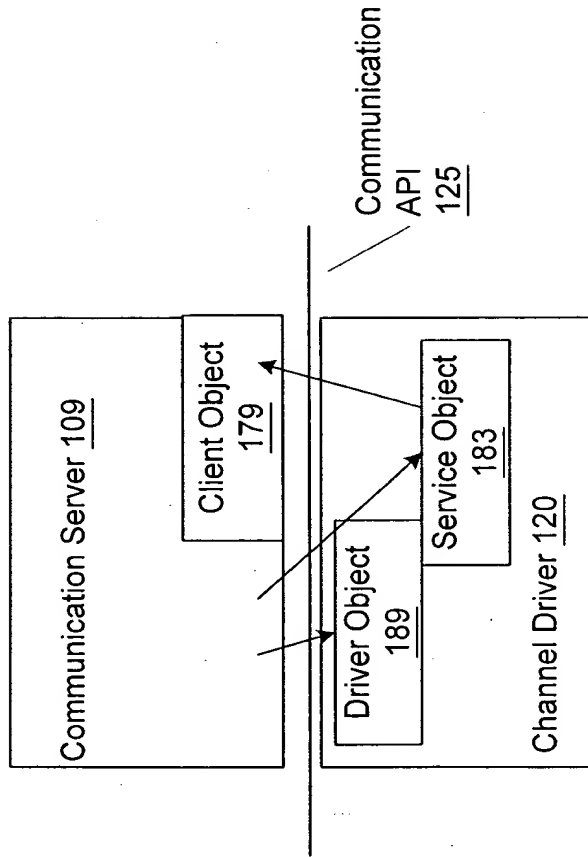


FIG. 1D





**FIG. 1F**

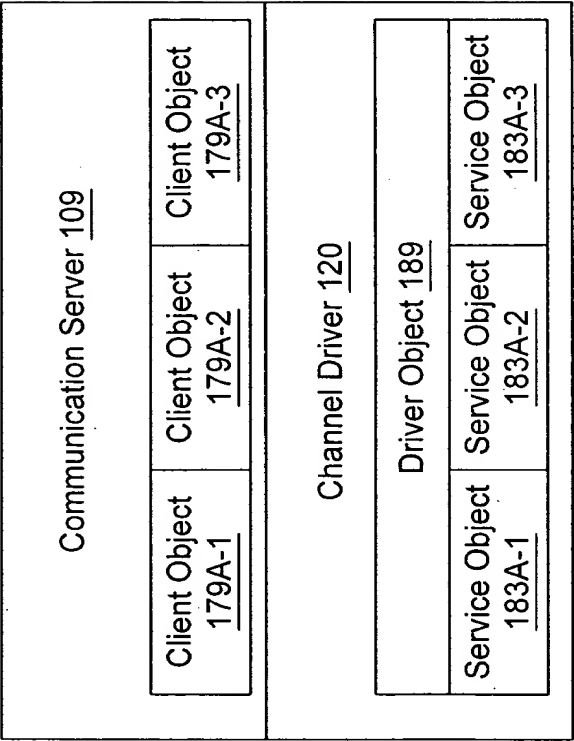


FIG. 1G

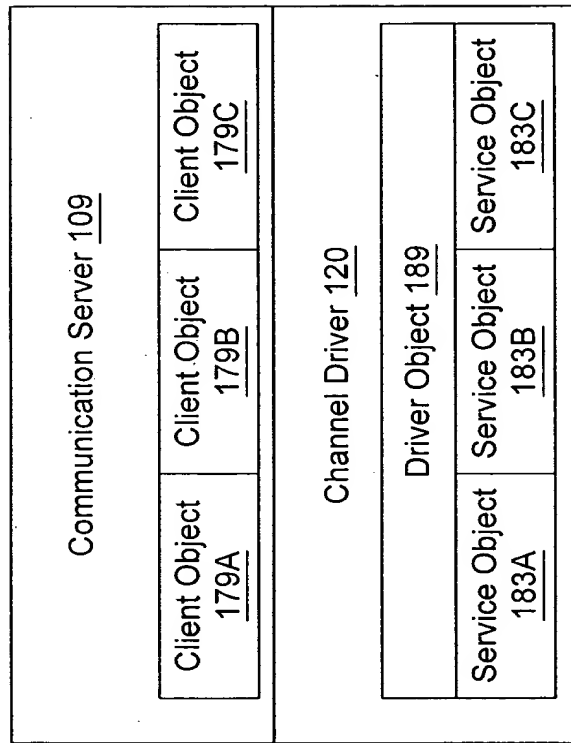


FIG. 1H



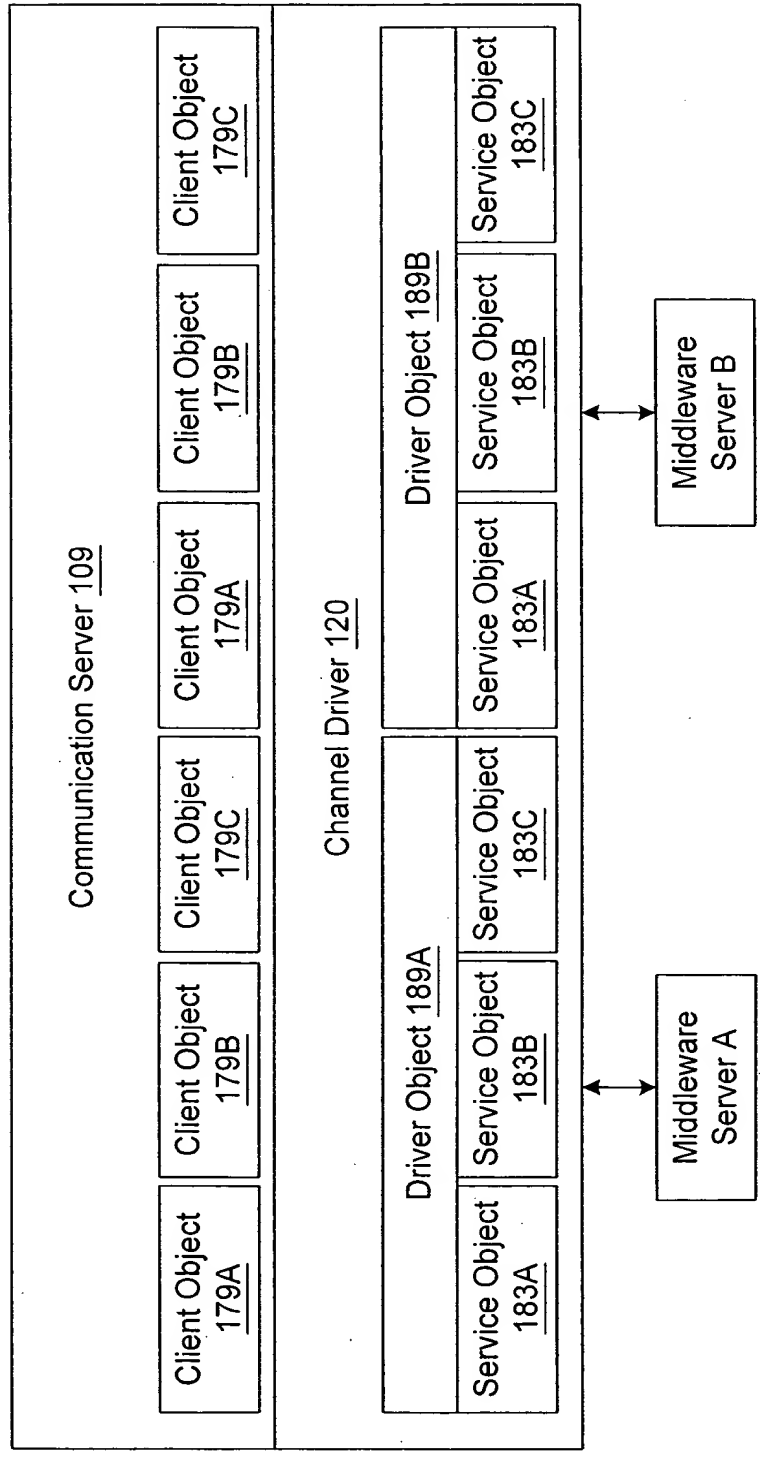


FIG. 11

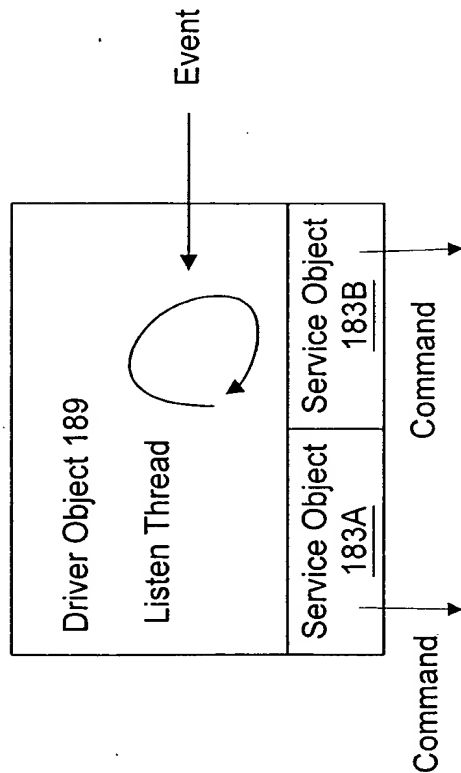


FIG. 1J

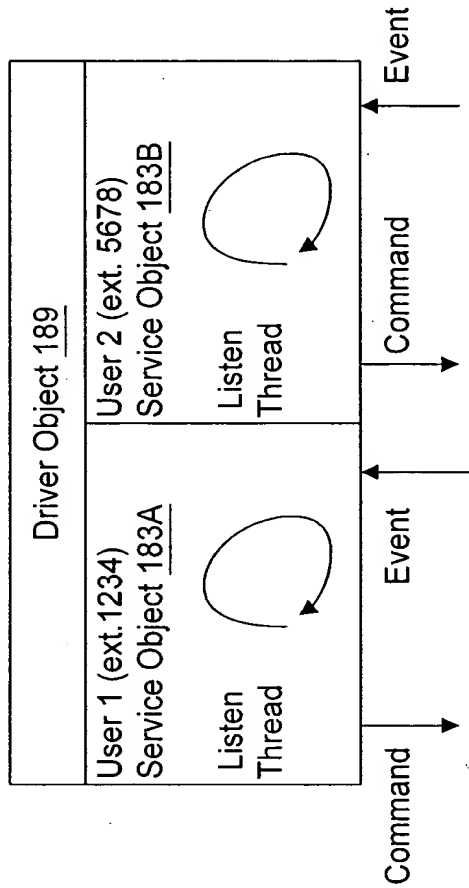


FIG. 1K

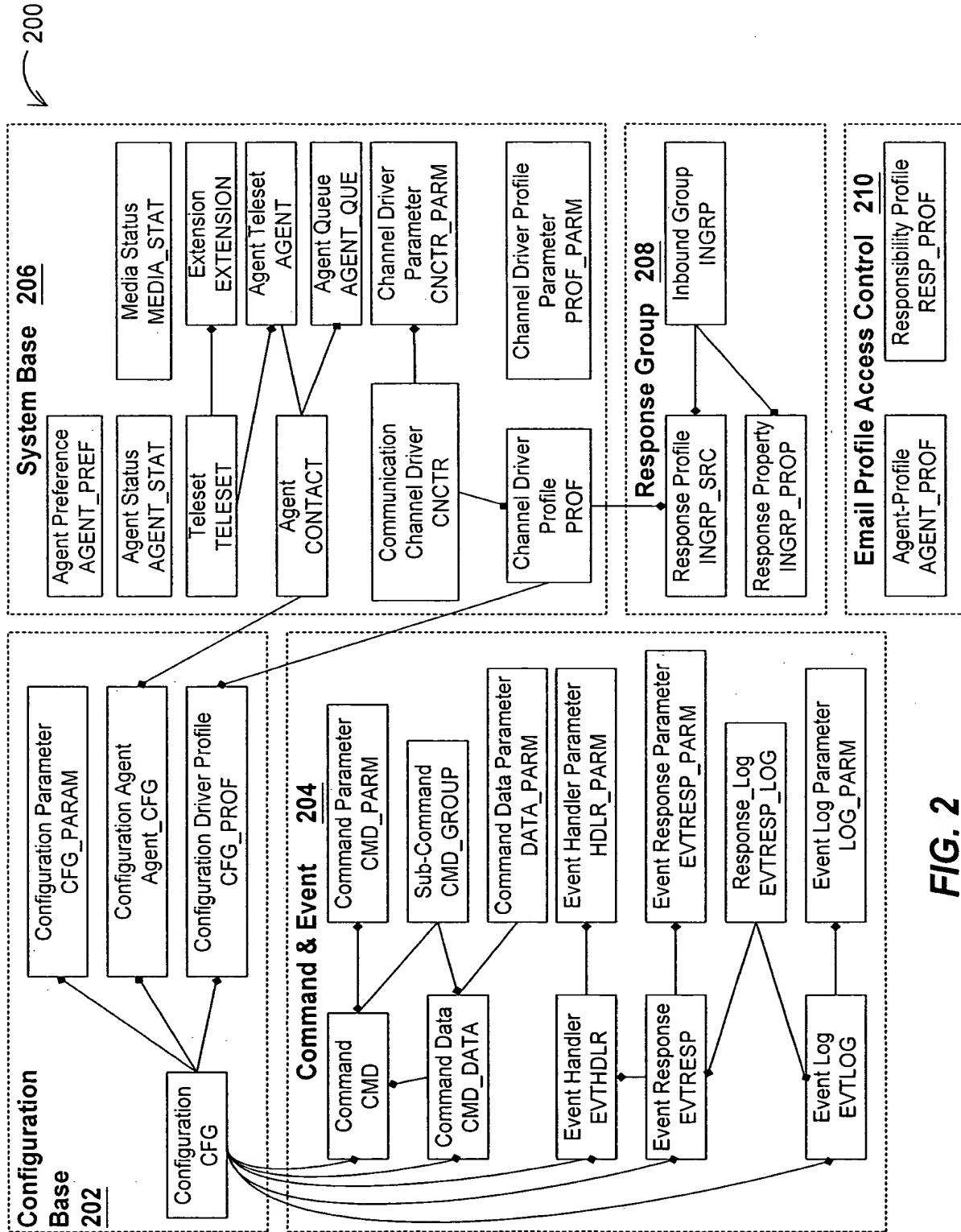


FIG. 2 is a block diagram of the system architecture.

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FIG. 2a: CNCTR, Communication Channel Driver Table

Column Name	Type	Length	Comments
CNCTR_ID	Varchar	15	Identifier for channel driver channel driver CNCTR. CNCTR refers to software <i>connector</i> .
NAME	Varchar	75	Name of channel driver.
MEDIA_TYPE	Varchar	50	Media type. The value of this column can be expanded by customer.
LIB_NAME	Varchar	250	File name of channel driver DLL
INBOUND_FLG	Char	1	To indicate whether this channel driver supports inbound communications
OUTBOUND_FLG	Char	1	To indicate whether this channel driver supports outbound communications
CNCTR_MEDIA_STR	Varchar	100	The media string defined by the driver vendor, which will be used at run time to invoke the media service for the channel driver.
DESC_TEXT	Varchar	250	Comments
UQ_DRIVER_FLAG	Char	1	To indicate whether this channel driver is Universal Queuing type of channel driver

FIG. 2b: CNCTR\_PARM, Channel Driver Parameter Table

Column Name	Type	Length	Comments
CNCTR_PARM_ID	Varchar	15	Identifier for channel driver parameter
NAME	Varchar	75	Name of channel driver parameter
DFLT_VALUE	Varchar	250	Default value of channel driver parameter
CNCTR_ID	Varchar	15	
REQUIRED_FLG	Char	1	To indicate whether this parameter must have a value at runtime

FIG. 2c: PROF, Communication Channel Driver Profile Table

Column Name	Type	Length	Comments
PROF_ID	Varchar	15	Identifier for channel driver profile
NAME	Varchar	75	Name of channel driver profile
CNCTR_ID	Varchar	15	

FIG. 2d: PROF\_PARM, Communication Channel Driver Profile Parameter Table

Column Name	Type	Length	Comments
PROF_PARM_ID	Varchar	15	Identifier for channel driver profile parameter
PROF_ID	Varchar	15	Channel Driver Profile ID
CNCTR_PARM_ID	Varchar	15	Parameter name ID
VALUE	Varchar	250	Override value of channel driver profile parameter:

FIG. 2e: AGENT\_PREF, Agent Preference Table

Column Name	Type	Length	Comments
AGENT_PREF_ID	Varchar	15	Identifier for agent preference
EMP_ID	Varchar	15	
SETTING_NAME	Varchar	75	Preference name
SETTING_VALUE	Varchar	250	Preference value
SETTING_TYPE	Varchar	50	Preference type, e.g., "CTI" or "Communication"

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FIG. 2f: AGENT\_STAT, Agent Status Table.

Column Name	Type	Length	Comments
AGENT_STAT_ID	Varchar	15	Identifier for agent status
EMP_ID	Varchar	15	Employee ID
PROF_ID	Varchar	15	The channel driver profile ID. Agent has different status for different types of channel driver profiles.
NOT_READY_FLG	Char	1	Is agent not ready?
BUSY_FLG	Char	1	Is agent busy?

FIG. 2g: MEDIA\_STAT, Communication Media Status Table.

Column Name	Type	Length	Comments
MEDIA_STAT_ID	Varchar	15	Identifier for media status
EMP_ID	Varchar	15	Employee ID
PROF_ID	Varchar	15	The channel driver profile ID of the channel driver profile to which the status corresponds.
MEDIA_OBJECT_STR	Varchar	250	The string to represent the media object (e.g. the agent's extension number, or the sender's address of an email)
WORKING_SINCE_DT	Date Time	7	Work item starting time
WORK_ITEM_STR	Varchar	250	Work item ID



FIG. 2h: TELESET, Teleset Table.

Column Name	Type	Length	Comments
TELESET_ID	Varchar	15	Identifier for teleset
NAME	Varchar	30	Teleset Name
HOSTNAME	Varchar	70	Hostname of the computer connected to the Teleset.
COMMENTS	Varchar	250	

FIG. 2i: EXTENSION, Extension Table.

Column Name	Type	Length	Comments
EXTENSION_ID	Varchar	15	Identifier for extension
TELESET_ID	Varchar	15	Teleset ID
DN_EXT	Varchar	15	Extension Information
EXT_ACD_QUE	Varchar	30	This is the ACD queue to which this extension belongs.
EXT_TYPE	Varchar	30	ACD Extension or standard extension
AUTO_LOGIN_FLAG	Char	1	Indicate if we need to login to ACD for this extension at startup.

FIG. 2j: AGENT, Communication Agent Table.

Column Name	Type	Length	Comments
AGENT_ID	Varchar	15	Identifier for agent
PR_CFG_ID	Varchar	15	The primary configuration the agent uses.
EMP_ID	Varchar	15	Employee ID
ACTIVE_CFG_ID	Varchar	15	The currently active configuration.
ACTIVE_TELESET_ID	Varchar	15	The Teleset that the agent is currently using.

FIG. 2k: AGENT\_TELESET, Communication Agent-Teleset Table

Column Name	Type	Length	Comments
AGENT_TELESET_ID	Varchar	15	Identifier for agent/teleset relationship
AGENT_ID	Varchar	15	Agent ID
TELESET_ID	Varchar	15	Teleset ID

FIG. 2l: AGENT\_QUEUE, Agent-Queue Table.

Column Name	Type	Length	Comments
AGENT_QUEUE_ID	Varchar	15	Identifier for agent/queue relationship
AGENT_ID	Varchar	15	Agent ID
ACD_QUEUE_NAME	Varchar	30	ACD Queue
AUTO_LOGIN_FLAG	Char	1	Indicates need to login to ACD for this extension at startup.

FIG. 2m: AGENT\_LIM, Communication Agent Limitation Table.

Column Name	Type	Length	Comments
AGENT_LIM_ID	Varchar	15	Identifier for agent limitation
AGENT_ID	Varchar	15	Agent ID
PROF_ID	Varchar	15	Channel Driver Profile ID that agent cannot use.

FIG. 2n: CFG, Communication Configuration Table.

Column Name	Type	Length	Comments
CFG_ID	Varchar	15	Identifier for configuration
NAME	Varchar	30	Configuration name
INGRP_FLAG	Char	1	To indicate whether this configuration is for inbound response group used in inbound communication receiver.
COMMENTS	Varchar	250	

FIG. 2o: CFG\_PROF, Communication Configuration Channel Driver Profile Table

Column Name	Type	Length	Comments
CFG_PROF_ID	Varchar	15	Configuration/channel driver profile relationship
CFG_ID	Varchar	15	Configuration ID
PROF_ID	Varchar	15	Channel Driver Profile ID

FIG. 2p: AGENT\_CFG, Communication Agent - Configuration Table

Column Name	Type	Length	Comments
AGENT_CFG_ID	Varchar	15	Identifier for agent/configuration relationship
AGENT_ID	Varchar	15	Agent ID
CFG_ID	Varchar	15	Configuration ID

FIG. 2q: CFG\_PARM, Communication Configuration Parameter Table.

Column Name	Type	Length	Comments
CFG_PARM_ID	Varchar	15	Identifier for configuration parameter
CFG_ID	Varchar	15	Configuration ID
NAME	Varchar	50	Parameter Name
VALUE	Varchar	50	Parameter Value
ACTIVE_FLG	Char	1	Active flag is set if the value is valid

FIG. 2r: CMD, Communication Command Table

Column Name	Type	Length	Comments
CMD_ID	Varchar	15	Identifier for command
CFG_ID	Varchar	15	Configuration ID
NAME	Varchar	70	Command name
TYPE	Varchar	50	Command type
PROF_ID	Varchar	15	The channel driver profile ID for the channel driver profile that this command is targeting.

FIG. 2s: CMD\_PARM, Communication Command Parameter Table

Column Name	Type	Length	Comments
CMD_PARM_ID	Varchar	15	Identifier for command parameter
CMD_ID	Varchar	15	Command ID
PARAM_NAME	Varchar	100	Command parameter name
PARAM_VALUE	Varchar	100	Command parameter value

FIG. 2t: CMD\_DATA, Communication Command Data Table

Column Name	Type	Length	Comments
CMD_DATA_ID	Varchar	15	Identifier for command data
CFG_ID	Varchar	15	Command ID
NAME	Varchar	100	Command parameter name
Comment	Varchar	200	Comment (optional)

FIG. 2u: CMD\_DATA\_PARAM, Communication Command Data Parameter Table

Column Name	Type	Length	Comments
CMD_DATA_PARAM_ID	Varchar	15	Identifier for command data parameter
CMD_DATA_ID	Varchar	15	Identifier for command data
PARAM_NAME	Varchar	100	Command parameter name
PARAM_VALUE	Varchar	200	

FIG. 2v: CMD\_GROUP, Communication Command Group Table

Column Name	Type	Length	Comments
CMD_GROUP_ID	Varchar	15	Identifier for group of commands
SUB_CMD_ID	Varchar	15	Foreign key to command table
ORDER	Number	10	Default "0"



FIG. 2w: EVTHDLR, Communication Event Handler Table

Column Name	Type	Length	Comments
EVTHDLR_ID	Varchar	15	Identifier for event handler
PROF_ID	Varchar	15	The channel driver profile ID for the channel driver profile from which this event originated.
NAME	Varchar	100	Event name
MEDIA_EVENT	Varchar	100	Identifier for event
ORDER	Number	10	Default "0"
EVT_RESP_ID	Varchar	15	Foreign key to event response table
Comment	Varchar	200	Comment (optional)

FIG. 2x: HDLR\_PARM, Communication Event Handler Parameter Table

Column Name	Type	Length	Comments
HDLR_PARM_ID	Varchar	15	Identifier for event handler response
EVT_HDLR_ID	Varchar	15	Identifier for event handler
PARAM_NAME	Varchar	100	Event parameter name
PARAM_VALUE	Varchar	200	Event parameter value

FIG. 2y: EVTRESP, Communication Event Response Table

Column Name	Type	Length	Comments
EVTRESP_ID	Varchar	15	Identifier for event response
CFG_ID	Varchar	15	Identifier for configuration
NAME	Varchar	100	Event parameter name
COMMENT	Varchar	200	Comment (optional)

FIG. 2z: EVTRESP\_PARM, Communication Event Response Parameter Table

Column Name	Type	Length	Comments
RESP_PARM_ID	Varchar	15	Identifier for event response parameter
EVTRESP_ID	Varchar	15	Identifier for event response
PARAM_NAME	Varchar	100	Event response parameter name
PARAM_VALUE	Varchar	200	Event response parameter value

FIG. 2aa: EVTLOG, Communication Event Log Table

Column Name	Type	Length	Comments
EVTLOG_ID	Varchar	15	Identifier for event log
CFG_ID	Varchar	15	Foreign key for configuration table
NAME	Varchar	100	Event parameter name
COMMENT	Varchar	200	Comment (optional)

FIG. 2bb: LOG\_PARM, Communication Event Log Parameter Table

Column Name	Type	Length	Comments
LOG_PARM_ID	Varchar	15	Identifier for event log parameter
EVTLOG_ID	Varchar	15	Identifier for event log
PARAM_NAME	Varchar	100	Event log parameter name
PARAM_VALUE	Varchar	200	Event log parameter value

FIG. 2cc: EVTRESP\_LOG Event Response – Event Log Table

Column Name	Type	Length	Comments
RESP_LOG_ID	Varchar	15	Identifier for response log
EVTRESP_ID	Varchar	15	Identifier for event response
EVTLOG_ID	Varchar	15	Identifier for event log
LOG_TYPE	Varchar	100	Type of EventLog declaration specified in EventResponse definition.

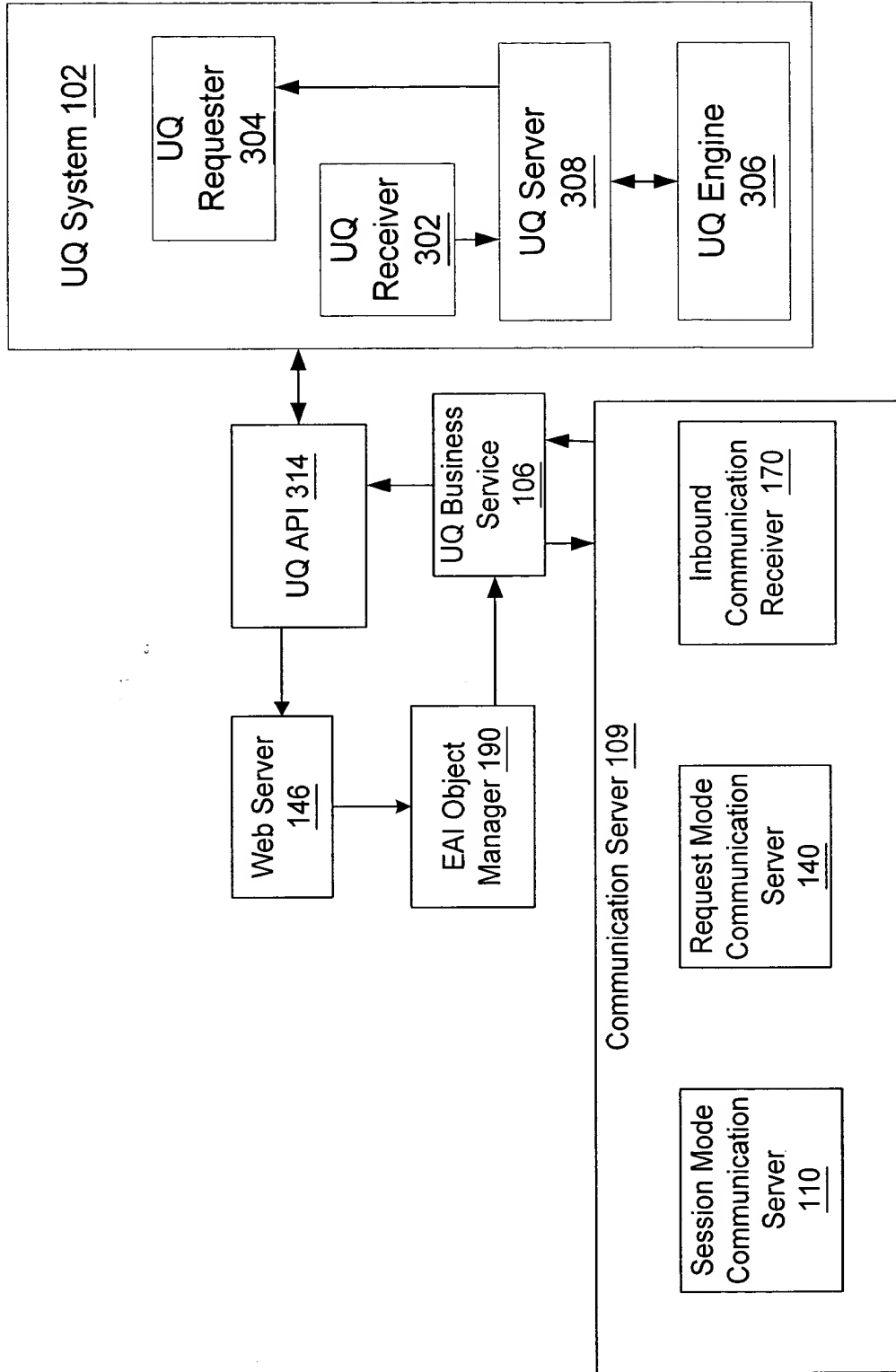


FIG. 3

FIG. 4A: TABLE UQ\_CFG

Column_Name	Type	Length	Comments
NAME	Varchar	75	
SERVER_NAME	Varchar	75	
SERVER_PORT	Number	10	
RECEIVER_NAME	Varchar	75	
RECEIVER_PORT	Number	10	

FIG. 4B: TABLE UQ\_CFG\_PARAM

Column_Name	Type	Length	Comments
UQ_CFG_ID	Varchar	15	
NAME	Varchar	50	
VALUE	Varchar	50	

FIG. 4C: TABLE UQ\_ROUTE

Column_Name	Type	Length	Comments
NAME	VarChar	75	User defined name of the route
MEDIA_TYPE_CD	VarChar	30	Select from value of list. Possible values include "PBX", "Web Chat", "Web Collaboration", "Fax", "E-Mail"
ACTIVE_FLG	Char	1	Indicates whether this route is active or not. If the route is not active, information for this route will not be passed to UQ engine.
PRIORITY_CD	Varchar	30	Lower the value higher the priority.
CAPACITY	Number	10	Maximum capacity of this route. Alarm should be generated when the number of queued item exceeds the CAPACITY
TIME_OUT_SCND	Number	10	Time in second in which when the work item is not server, the first escalation rule will be effective.

FIG. 4D: TABLE UQ\_ROUTE\_PROP

Column_Name	Type	Length	Comments
UQ_ROUTE_ID	Varchar	15	
NAME	Varchar	75	Name of the property
VALUE	Varchar	75	Value of the property

FIG. 4E: TABLE UQ\_ROUTE\_ESCL

Column_Name	Type	Length	Comments
UQ_ROUTE_ID	Varchar	15	
NAME	Varchar	75	Name of the escalation rules
TIME_OUT_SCND	Number	10	Time in seconds in which the escalation rule will be timed out. Zero time means waiting indefinitely.
SEQ_NUM	Number	10	Order of escalation rules

FIG. 4F: TABLE UQ\_RTESCL\_RUL

Column_Name	Type	Length	Comments
ROUTE_ESCL_ID	Varchar	15	
SKILL_NAME	Varchar	50	Skill
SKILL_ITEM	Varchar	50	If skill item is null, it is a substitution of language from the work item data property.
EXPERTISE	Varchar	30	LOV, default Value

FIG. 4G: TABLE UQ\_SKL\_MAP

Column_Name	Type	Length	Comments
ROUTE_PROP_NAME	Varchar	75	
ROUTE_PROP_VALUE	Varchar	75	
SKILL_NAME	Varchar	75	
SKILL_VALUE	Varchar	75	



FIG. 4H: TABLE UQ\_USER\_MEDIA

Column Name	Type	Length	Comments
USER_ID	Varchar	15	
MEDIA_TYPE_CD	varchar	30	
MAX_NUM_SESSIONS	Number	10	Maximum session allowed.

FIG. 4I: TABLE UQ\_ROUTE\_STS

Column_Name	Type	Length	Comments
ROUTE_ID	Varchar	75	
START_TS	Date Time		
END_TS	Date Time		
SOURCE_NAME	Varchar	75	Either the route name
AVG_WAIT_TM	Number	10	Waiting time during the given period
AVG_HANDLE_TM	Number	10	Handling time during the period
NUM_ABANDONED_REQS	Number	10	Number of abandon request
AVG_ABANDONING_TM	Number	10	
LONGEST_WAIT_TM	Number	10	Longest waiting time in seconds
AVAIL_USER_PCT	Number	10	Percentage of available agents
AUX_WORK_USER_PCT	Number	10	Percentage of auxwork agents
TOTAL_NUM_WORKITEMS	Number	10	Total number of agent if each agent handle only one work item
TOTAL_NUM_UNASSIGNED_WORKITEM	Number		
TOTAL_NUM_DELIVERED_WORKITEM	Number		
TOTAL_NUM_SERVICE_LEVEL_WORKITEM	Number		
Comments	Varchar	250	

FIG. 4J: TABLE UQ\_MEDIA\_STS

Column Name	Type	Length	Comments
MEDIA_TYPE_CD	Varchar	30	
START_TS	Date Time		
END_TS	Date Time		
SOURCE_NAME	Varchar	75	Either the route name
AVG_WAIT_TM	Number	10	Waiting time during the given period
AVG_HANDLE_TM	Number	10	Handling time during the period
NUM_ABANDONED_REQS	Number	10	Number of abandon request
AVG_ABANDONING_TM	Number	10	
LONGEST_WAIT_TM	Number	10	Longest waiting time in seconds
AVAIL_AGENT_PCT	Number	10	Percentage of available agents
AUX_WORK_AGENT_PCT	Number	10	Percentage of auxwork agents
TOTAL_NUM_WORKITEMS	Number	10	Total number of agent if each agent handle only one work item
TOTAL_NUM_UNASSIGNED_WO RKITEM	Number		
TOTAL_NUM_DELIVERED_WOR KITEM	Number		
TOTAL_NUM_SERVICE_LEVEL_ WORKITEM	Number		
Comments	Varchar	250	

FIG. 4K: TABLE UQ\_AGENT\_STS

Column_Name	Type	Length	Comments
AGENT_ID	Varchar	15	
START_TS	Date Time	7	
END_TS	Date Time	7	
CONTACT_ID	Varchar	15	
AVAIL_PCT	Number		Percentage available
BUSY_PCT	Number		Percentage busy
AUX_WORK_PCT	Number		Percentage auxwork
NUM_COMM_ITEM_SRVD	Number		Number of work item served
Comments	Varchar	250	

FIG. 4L: TABLE UQ\_ERR\_LOG

Column_Name	Type	Length	Comments
Name	Date Time	7	
TYPE_CD	Varchar	30	Either alarm or error
Severity	Varchar	30	
ERROR_CODE	Varchar	10	Alarm code or error code
MSG_DESC	Varchar	250	Template for message

FIG. 4M: S\_JOURNAL

Column Name	Type	Length	Comments
WORK_ITEM_ID	Varchar	250	Work item ID
ROUTE_NAME	Varchar	75	The name of the route. Use the actual name instead of ID because the nature of the route could be changing from time to time.

Fig. 4n: S\_JOURNAL\_WORKITEM\_PROPERTY

Column Name	Type	Length	Comments
JOURNAL_ID	Varchar	15	
Name	Varchar	75	Name of the property
Value	Varchar	75	Value of the property

Fig. 4o: S\_JOURNAL\_ESC\_HIST

Column Name	Type	Length	Comments
JOURNAL_ID	Varchar	15	
ESC_STEP_NAME	Varchar	75	
START_TIME	Date Time		Start time
END_TIME	Date Time		
RESULT	Varchar	75	

Fig. 4p: S\_JOURNAL\_STATE\_HIST

Column_Name	Type	Length	Comments
JOURNAL_ID	Varchar	15	
USERID	Varchar	15	
START_TIME	Date Time		Start time
END_TIME	Date Time		
AGENTSTATE	Varchar	50	
REASON	Varchar	50	

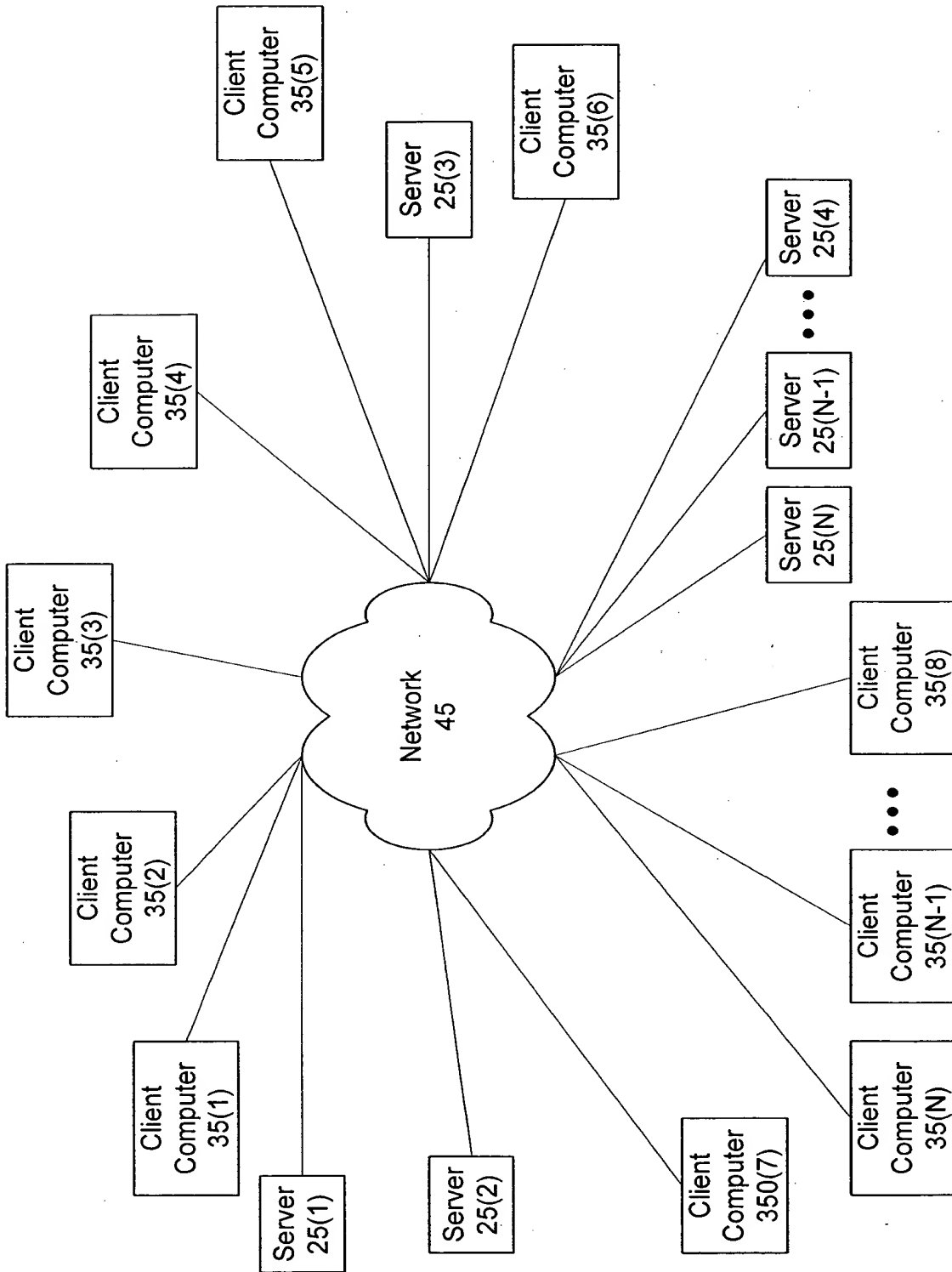


FIG. 5

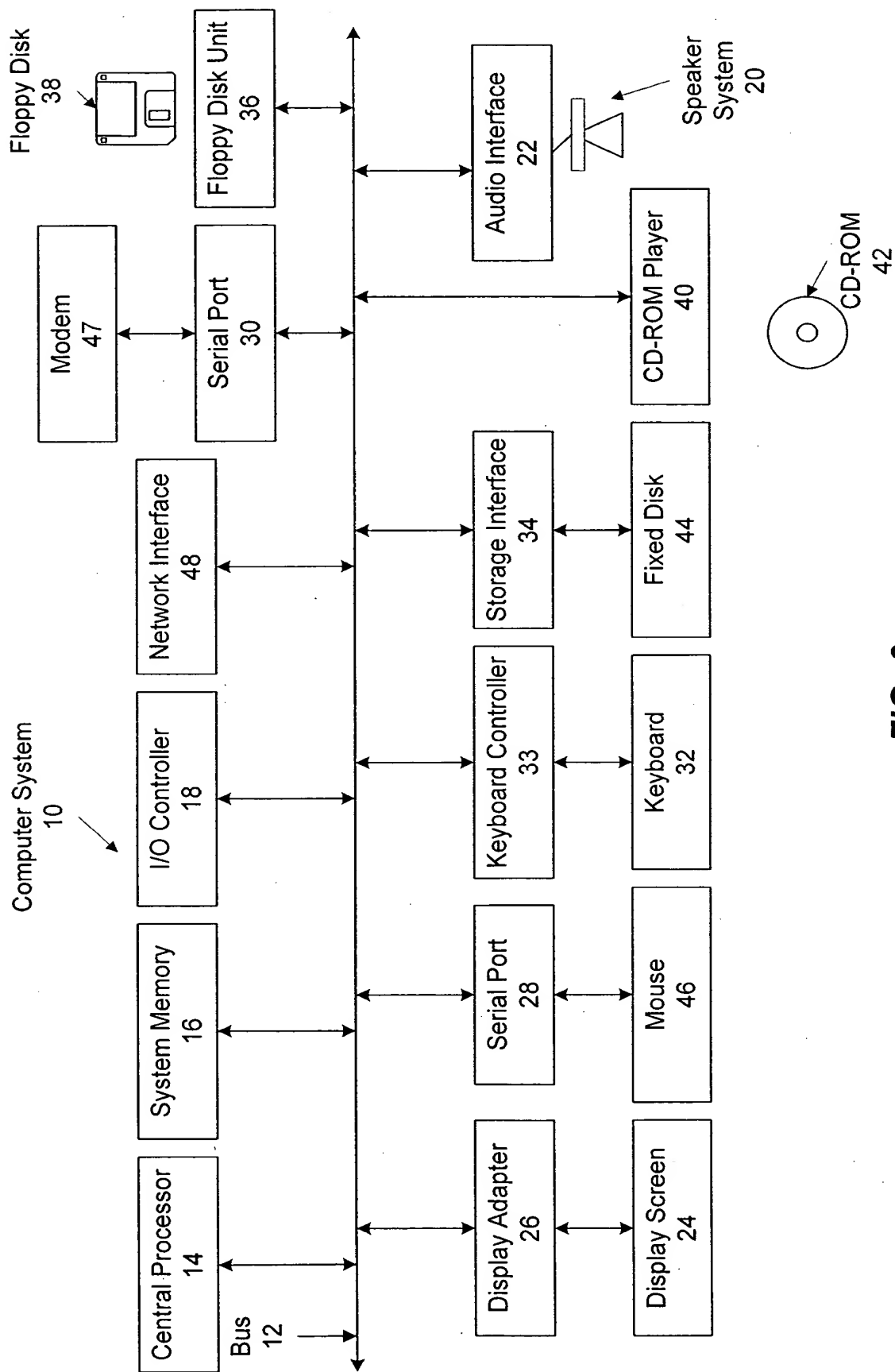


FIG. 6



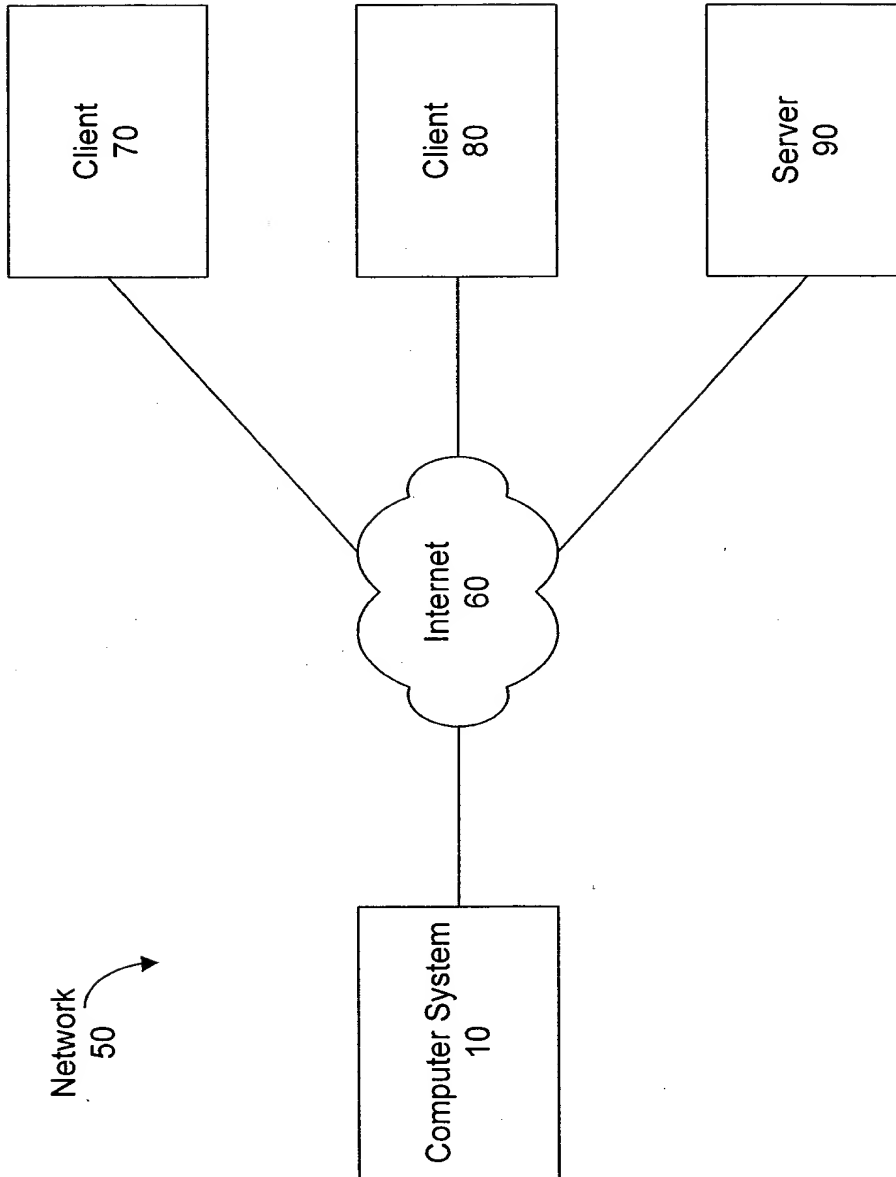


FIG. 7